A user guide to **International Packets**

The simple and economical way to send your packets abroad.

Royal Mail

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International Packets

Firstly, what are 'packets'?

Packets are considered as anything that is either:

- Over the size of 381 x 305mm.
- Over 20mm thick.
- Over 500g.

If your mail is smaller than this, it will either be a flat or a letter.

You can find out more about both by visiting our business home page at www.royalmail.com/internationalcontractservices

International Packets is a perfect blend of flexibility, simplicity and economy, meaning you get excellent value for money.

You have 3 different options at your disposal:

- Unsorted (just hand your packets over to us and we'll do the rest).
- Unsorted High Volume (just hand your packets over to us and benefit from country pricing).
- Zone Sort (zone meaning either EU or Rest of World).

To qualify for these services you will need to spend in excess of £5,000 per annum across the International Contract Services portfolio.

This guide has been put together to show you how International Packets works, but if any of your questions still go unanswered, we'll be glad to help – just call **08457 950 950** (local rate) or you can visit our website at www.royalmail.com/internationalpackets

Your options

International Packets gives you 3 options for presenting your packets. From essentially just handing over a bag or york of mail and letting us do everything else, to sorting it into different zones. Here are your choices:

Unsorted

All you need to do is segregate your packets by service speed – we'll do the rest.

It also requires you to account for your daily despatches by counting and weighing that day's mail and completing the necessary documentation.

With this service, VAT will charged on all the mail.

Unsorted High Volume

This is an option for customers sending bulk postings in excess of 1,000 items per mailing overseas or 1,000 items in total when combined with a UK sorted bulk mail service such as Advertising Mail™, Publishing Mail or Business Mail where the minimum quantity is 5 international packets per service speed. This option offers country specific pricing.

VAT will only be levied on EU traffic.

Zone Sort

Zone Sort requires that you divide your mail into two selections: European Union and Rest of World. The purpose of this is that VAT will only be levied on EU traffic.

For details of what countries fall into the European Union, please refer to the Service Specific Steps section on page 16.

Delivery speed options

There are two options available: Priority or Economy

Our delivery aims are:

	Western Europe	Rest of Europe	Rest of World
Priority	3 – 5 days	3 – 5 days	5 – 7 days
Economy	5 – 10 days	10 – 15 days	6 – 12 weeks

Please note: All figures are in working days except where weeks are stated, and exclude the day of posting.

To identify which zone a country is in please see the table below and any countries not mentioned are classed as Rest of World

Western Europe	Rest of Europe	
Austria	Albania	Latvia
Belgium	Armenia	Lithuania
Denmark (inc Faroe Islands and Greenland)	Azerbaijan	Macedonia
Finland	Belarus	Malta
France (inc Andorra and Monaco)	Bosnia & Herzegovina	Moldova
Germany	Bulgaria	Montenegro
Greece	Croatia	Poland
Iceland	Cyprus	Romania
Ireland (Rep of)	Czech Republic	Russian Federation
Italy (inc San Marino and Vatican City)	Estonia	Serbia
Luxembourg	Georgia	Slovak Republic
The Netherlands	Gibraltar	Slovenia
Norway (inc Spitzbergen)	Hungary	Tajikistan
Portugal (inc Azores and Madeira)	Kazakhstan	Turkey
Spain (inc Canary Islands)	Kosovo	Turkmenistan
Sweden	Kyrgyzstan	Ukraine
Switzerland (inc Liechtenstein)		Uzbekistan

International Packets at a glance

This page has been designed to highlight the options you have for sending your packets:

Service	Delivery Speed	Indicia required?	Sorting required?	VAT applied	Documentation required?	Machinable options	Minimum volume per posting
Unsorted	Priority	✓	None	Worldwide	Sales order	Optional	None
	Economy	✓	None	Worldwide	Sales Order	Optional	None
Unsorted High Volume	Priority	✓	None	EU	Sales order	Compulsory	1,000*
	Economy	✓	None	EU	Sales order	Compulsory	1,000*
Zone Sort	Priority	✓	EU / Rest of World	EU	Sales order	Optional	None
	Economy	✓	EU / Rest of World	EU	Sales order	Optional	None

* Unless combined with a UK sorted bulk mail posting.

Step by step guide

Everything you need to know, from addressing your packets to despatching them.

Regardless of which option you choose, here are the steps you need to take in order for us to get your packets where you want, when you want them there:

Step 1: getting ready

Check what you're sending

International Packets can be used to send any personalised packets or items of commercial value as well as non-personalised direct marketing communications like catalogues and directories.

Prohibited and restricted items

There are certain prohibited items which you must **not** send. What is prohibited or restricted varies from country to country, and can sometimes include apparently ordinary things. If you are unsure about anything, please contact a Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/countriesAtoZ

Dangerous items and substances

You must **not** send dangerous items and substances by any of Royal Mail's international services. Major classes of dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals, etc. Please note – aerosols cannot be carried in the postal network. Classifications of dangerous items and substances may change so please check with a Royal Mail Sales Centre on **08457 950 950**. Or visit www.royalmail.com/prohibitions

Check the size and weight of your packets

Your packets must fall within certain size and weight limits. Anything that exceeds them could instead be sent through Parcelforce Worldwide. Please go to www.parcelforce.com for more information.

Size and weight limits

Size Limits

Items packed flat:

Minimum: One surface at least 90mm x 140mm.
Maximum: Length plus depth plus width 900mm.
No single side must be longer than 600mm.

Items rolled up:

Minimum: length plus 2 x diameter should be at least 170mm.
No single side can be shorter than 100mm.
Maximum: Length plus 2 x diameter should not be more than 1040mm. Length not over 900mm.

Weight

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg. Items between 2kg and 5kg in weight which contain books or pamphlets, must be marked **Printed Papers** in the top left hand corner on the front of the packet. You should not include personal correspondence with these items.

Please note

Exceptions to the information above:

- ➜ Ireland – only books can be above 2kg up to the limit of 5kg.
- ➜ Cambodia – no items above 2kg.
- ➜ Canada – no items above 2kg.

Step by step guide

Step 2: addressing your packets

Address your mail

Please address your packets as clearly as possible. Pages 28 and 29 show sample addresses for most European countries and many others too. There are also a few basic rules to follow to help us get your packets to their destination safely:

- Addresses must be applied on one of the largest sides of the packet.
- Addresses should be printed using one of our machine readable fonts as detailed in Appendix B on page 31.
- All packets must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name.
- The town and country should be in capital letters.
- Many countries operate a postcode system. A valid postcode should be included in the address for these countries.
- There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window.

For up-to-date information on acceptable address formats, visit www.upu.int

Return address

If you would like your undeliverable packets returned, please put your UK return address on each item ideally at the edge at right angles to the delivery address and ensure there is a company identifier (i.e. a logo or company name).

However, we do recommend that you apply a UK Return address to the outside of every item as your mail may experience delays if you fail to apply a UK return address.

You must include a UK return address if you send over 1,500 items in a single posting to one country or over 5,000 items over a two week period to a single country.

Do I need a customs form?

If you are sending an item to a destination outside the European Union, it will need a customs label if it is either:

- ➜ An item of value.
- ➜ Mail with a fulfilment or enclosure (item of commercial value).

For packets up to and including a value of £270, attach a signed, completed CN 22 form (shown below) to the front of the item.

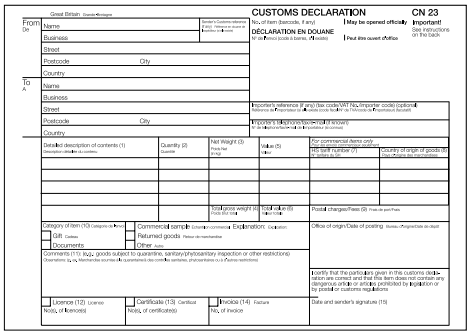
For packets with a value over £270 use a CN 23 form in a plastic wallet (stock item code: SP 301). On both you will need to sign to certify that the item does not contain any dangerous articles, prohibited by postal regulations.

For further details and to download a CN 22 template, visit www.royalmail.com/customs

CN 22 – For use with items up to a value of £270

CUSTOMS DECLARATION
DÉCLARATION EN DOUANE
CN 22
May be opened officially
Peut être ouvert d'office
Great Britain/Grande-Bretagne
Important! See instructions on the back
Gift/Cadeau
Commercial sample/Echantillon commercial
Documents
Other/Autre
Tick one or more boxes
Quantity and detailed description of contents (1) / Quantité et description détaillée du contenu
Weight (in kg)(2) / Poids
Value (3) / Valeur
For commercial items only
If known, HS tariff number (4) and country of origin of goods (5) / Numéro du SH et pays d'origine des marchandises (si connus)
Total Weight / Poids total (in kg) (6)
Total Value (7) / Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations
Date and sender's signature (8)

CN 23 – For use with items over a value of £270


CUSTOMS DECLARATION
CN 23
May be opened officially
Important
DÉCLARATION EN DOUANE
From / De
To / A
Name
Business
Street
Postcode
City
Country
Detailed description of contents (1)
Quantity (2)
Net Weight (3)
Value (5)
HS tariff number (7)
Country of origin of goods (8)
Total gross weight (6)
Total value (9)
Postal charges/Fees (10)
Category of item (11)
Commercial sample
Gift
Returned goods
Documents
Other
Explanation:
Comments (11)
Office of origin/Date of posting
I certify that the particulars given in the customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations
Licence (12)
Certificate (13)
Invoice (14)
Date and sender's signature (15)

Customs declarations can be ordered by contacting Royal Mail on **08457 950 950** or you can download templates from www.royalmail.com/customs

Step by step guide

PPIs and Airmail Indicators

Printed Postage Impression (PPI)

Each PPI design, examples below, has its own specification that has to be followed when you produce your artwork. Each PPI is made up of two components: the delivery speed indicator and the "Delivered by Royal Mail" mark. The dimensions of the delivery speed indicator graphic must not be altered and must be one of the four sizes permitted. The text with the delivery speed indicator, e.g. "Postage Paid" and the initials "GB" and PPI licence details text in the PPI design, must not be altered other than to insert the PPI licence number and, where appropriate, a town name. All other text must remain fixed.

Both components must appear on the mailpiece for items being sent to addresses in the UK. For items being sent abroad, you can choose not to include the "Delivered by Royal Mail" mark within the PPI, but you must have the delivery speed indicator.

You can select from four sizes of PPIs. Full details on PPIs are available at www.royalmail.com/ppi

Example of an English PPI with both components

Example of an English PPI with only delivery speed indicator

- PPI licence details: Please note that “SOUTHAMPTON 2500” provides an example of where your PPI licence number should appear. Please replace this text with your PPI licence number. The PPI licence details must always appear below the words “Postage Paid” and the initials “GB”. The PPI licence number must always appear after HQ if you are using a national PPI licence, e.g. HQ 2500, or after the town name if you have a local PPI licence, e.g. “SOUTHAMPTON 2500”.
- Postage Paid GB: The words “Postage Paid” and the initials “GB” must appear in all PPI designs irrespective of which PPI you are using and the destination of your mail.

Airmail Indicator

If you are sending an item through the Priority service it must have either:

- An Airmail indicator.
- An Airmail sticker.

To download airmail artwork go to www.royalmail.com/internationalpackets or labels can be ordered on **08457 950 950** (order code P25A). You may also create your own indicator, provided the words Airmail, Par Avion or Prioritaire are used.

This should be positioned as close as possible to the top left hand corner on the front of the item.

Failure to apply a Priority Airmail indicator will result in your items being delayed.

Economy flats **must not** have an Airmail indicator.

Step 3: bagging your packets or using sleeved yorks

The standard method of despatching packets is to use mail bags however, depending on volumes and operational capability it may be possible to use sleeved yorks. Please discuss your requirements with us by calling a Royal Mail Sales Centre on **08457 950 950**.

Bags

Make sure all bags are sealed around the neck with a bag tie (stock item LN2) and that they are securely tied with the label attached and that the label is fully completed. You must use grey (MB8) or opaque (MB10) mail bags.

Your packets need to be sorted by service speed and placed in separate bags. If using Zone Sort then you will also need to use separate bags for EU and Rest of World.

Finally, for Health and Safety reasons a mail bag including all its contents must not weigh more than 11kgs.

Sleeved yorks

Sleeved yorks can be used for high volume packet traffic without the need for bags so saving you time in preparation and despatch.

When using a sleeved york, you must affix a fully completed label by tying a normal bag tie through or around the fastening device on the york (this may be a zip or a clip).

Your packets need to be sorted by service speed and placed in separate yorks. If using Zone Sort then you will also need to use separate yorks for EU and Rest of World.

Step by step guide

Step 4: the paperwork

Once you have prepared and labelled your packets, you must create and print out a sales order from the Online Business Account (OBA) system.

Online Business Account

Online Business Account (OBA) is a customer ordering facility available to all of our account customers. OBA allows you to create sales orders electronically, it holds your posting history so you can retrieve reports and export information to perform further analysis.

Benefits of OBA include:

- Streamlined ordering and online payment.
- Easy yet secure access to your records.
- Fast and easy account management, all in one place.

For further information visit: www.royalmail.com/oba

When using Unsorted and Zone Sort services you will need to select the service, zone (if applicable) and input the number of items and the average weight.

When using the Unsorted High Volume service you must input into OBA the number of items and their average weight, for each country you are sending to, as the service offers country specific pricing. We have created an OBA Data Generator which you can use to facilitate a quick and easy 'mail file upload' process. This is available for download from www.internationalmailtechnical.com

Alternatively, you can develop software to provide an electronic transfer mechanism to the OBA Interface. Testing and accreditation for such an electronic link will be undertaken separately by our OBA technical support team.

Work out the costs using the Rate Card

To calculate the cost of your mailing, please refer to the International Packets rate card. This can be downloaded from the document library at www.royalmail.com/internationalpackets

There is also a pricing calculator available to download at www.internationalmailtechnical.com

For details of the service codes refer to Appendix A on page 30.

Step 5: despatch

Collection

If you have a local daily collection of mail then your Unsorted and Zone Sort International Packets can be collected at the same time.

Please note Unsorted High Volume is collected by the Regional Distribution Centre network.

If you require a collection, please contact a Royal Mail Sales centre on **08457 950 950** to arrange this.

Order more supplies

Once you've completed your mailing, you may need to replenish your stocks of bags / yorks, ties, labels and customs forms ready for your next mailing. Please contact us on **08457 950 950** for more supplies and allow 72 hours for the delivery of stock. Alternatively you can order your mail supplies when you log into the Online Business Account System or vist www.royalmail.com/mailsupplies

Service specific steps

A few things to remember about Unsorted and Zone Sort:

- ➜ All mail items must have a Printed Postage Impression.
- ➜ All items sent Priority must have an Airmail indicator applied.
- ➜ Economy mail must not have an Airmail indicator.
- ➜ Zone Sort Mail must be split between EU and Rest of World (see below).

Austria
Belgium
Bulgaria
Cyprus
Czech Republic
Denmark
(except Faroe Islands and Greenland)
Estonia
Finland
(except Aland Islands)
France
Germany
Greece
Hungary
Ireland
Italy
(except Vatican City)
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Poland
Portugal
Romania
Slovak Republic
Slovenia
Spain
(except Canary Islands)
Sweden

Other destinations that sit within Europe but are VAT exempt and therefore can be sent as a Rest of World selection include:

Andorra

Gibraltar

San Marino

For a comprehensive list please visit:
www.hmrc.gov.uk/vat/managing/international

Labels

Shown below are the labels which are required to be fully completed and attached to a mail bag or york for all postings:

Priority (P5627C)

Economy (P5629C)

Unsorted High Volume

As a reminder this service has a minimum entry criteria of:

1,000 packets if the posting is purely international across the two service speeds or when combined with a UK sorted bulk mailing then the international element must consist of at least 5 packets per service speed.

If your mailing consists of both International and domestic elements, the total must reach the minimum of 1,000 packets. For example a mailing of 750 domestic items and 250 international would qualify.

There are also additional mail piece requirements:

In addition to the addressing requirements already mentioned in the section titled 'Addressing your packets' on page 10 and 'Addressing your packets properly' on page 28, the packets **must** have a machine readable font. This is detailed in Appendix B on page 31 and the address needs to be on one of the largest sides of the mailpiece.

Mailing Data required at time of posting

As already mentioned a sales order from OBA is required at the time of posting however there a few more pieces of paperwork required.
They are:

- A computer planning report.
- A line listing.

Production of these can be easily facilitated by the OBA Data Generator.

Note: You can provide the Computer Planning Report and Line Listing in hard copy or electronic formats.

Computer Planning Report

The Computer Planning Report summarises your mailing, including information such as customer details, overall volume, item weight, item format, job reference number, and the split between selections for Unsorted High Volume priority and economy. If using this service in conjunction with UK sorted bulk mail services, more details on Computer Planning Reports are available from the respective User guide, to download a copy visit www.mailsorttechnical.com

The report can be tailored to suit your needs, however for mailings which contain both international and domestic elements the computer planning report must contain the following information – mandatory information for Unsorted High Volume mailings is highlighted in bold:

- Name and address of the poster (agreement holder).
- **Posting Date.**
- **Account number.**
- Service required – including the international service speeds.
- Minimum selection size.
- The format of the item – Packet.
- Number of selections, the maximum is two selections for overseas. (For domestic sorted bulk mail services, number of direct and residue selections are required).
- **Number of International Bags** (For domestic sorted bulk mail services, number of direct and residue bags).
- **Total Items.**
- **Total weight.**
- Job reference number.
- Percentage of mail fully and accurately postcoded for UK.

An example of a well designed computer planning report for a UK sorted posting containing Packets Unsorted High Volume mail with all the mandatory information is shown on the following page:

Example of a sorted bulk mail Computer Planning report which includes International Packets Unsorted High Volume

Company Name **Account Number** **Address Line 1** **Address line 2** **Town** **Postcode**	[Insert sorted service name] and International High Volume Packets **Date:**			
[Insert service name*]				
Minimum Selection Size				
Weight of item*				
Format*				
Job Reference Number*				
Royal Mail International Packets Unsorted				
Pre-sortation Statistics				
Address records processed				
Postcodes matched				
Post towns matched				
Addresses not matched				
Number suitable for Mailsort				
Postcode Statistics				
(% of address records processed)				
Full Postcode				
Outward Postcodes only				
Postcode level				
No Postcode				
Sortation Statistics	Number	Items*	%Match*	Bags*
Direct selections				
Residue selections				
Royal Mail International Packets Unsorted				
Totals				
Cost & Discounts				
Number of Mailsort items				
Item weight (g)				
Postal rate (p)	p			
Straight line item cost	p			
Straight line item cost	£			
Direct selection discount				
(10551 items at XX%)	(£)			
Residue selection discount				
(10117 items at XX%)	(£)			
Mailsort Discounted cost	£			
TOTAL DISCOUNTED COST	**£**			

* Indicates all mandatory information.

If sending a purely International mailing, the Computer Planning Report should contain the following information. Mandatory information is shown in bold:

- Name and address of the poster (contract holder).
- **Date Posted.**
- **Account number.**
- Service required – Priority or Economy.
- The format of the item – Packet.
- **Total number of items.**
- **Total weight of mail.**
- **Total number of bags.**
- Job reference number.

An example of a well designed Unsorted High Volume Computer planning report is shown below:

Company Name **Account Number** **Address Line 1** **Address line 2** **Town** **Postcode**	International Packets Unsorted **Date:**		
International Packets Unsorted			
Minimum Selection Size	**5**		
Format*	**Packet**		
Service Speed:	**Items**	**Weight (kg)**	**Bags**
Priority			
Economy			

* Indicates all mandatory information.

Line Listing

In addition to the Computer Planning Report, you must provide a Line Listing and this must either precede the mailing or accompany it on its first collection. You may find it useful to have more than one copy – you can keep one for your own records and use another to help you spot section breaks during production of the mailing.

The Line Listing should contain the following information – information shown in bold must be included:

- Poster's company name.
- **The date of the mailing.**
- **Account number.**
- Service Speed.
- **Selection code: Priority is 99891 and Economy 99895.**
- Selection name: International Priority / International Economy.
- **Total items, weight and bags split by service speed – Priority and Economy for international mail.**
- A cumulative total on each line for items and bags.
- A subtotal for each 5 digit selection code.

How many copies do you need?

We recommend you produce three copies:

- one for your own records.
- one for use on the production line, which may be written on and thrown away once the job, is complete.
- one to hand to us at the time of the first collection of the mailing, or beforehand where possible.

An example of a standard Line Listing is shown below:

Standard Line Listing **Date:**

Company name
Account Number
International Packets Unsorted

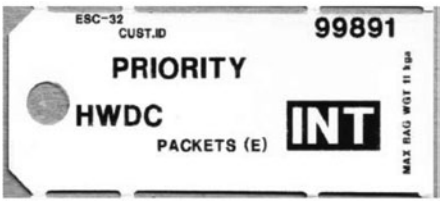
SSC*	Selection Name	Total Items*	Total Bags*	Total Weight*	Cumulative Items*	Culmulative Bags
99891	Priority					
99895	Economy					
Total						

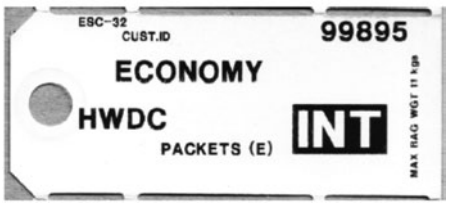
* Indicates all mandatory information.

Despatch of Mail

Once the mailing is ready to be despatched your packets can be handed over to us in mail bags loaded into Rigid Stackable Containers (RSCs).

The labels below must be attached around the neck of a mail bag:





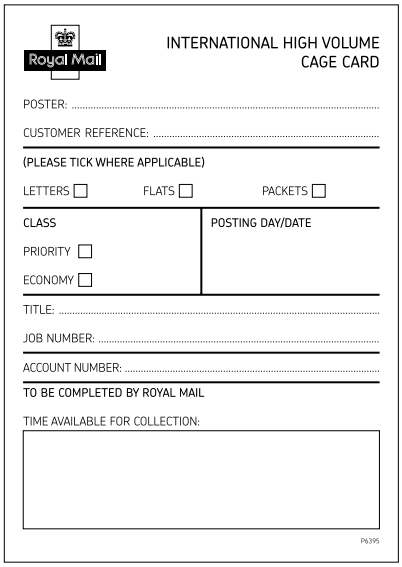
The next step is to load the bags into RSCs (some areas of our network may offer sleeved yorks as an alternative to RSCs however this is subject to prior approval by Royal Mail so please contact us on 08457 950 950).

Loading bags in (RSCs)

Bags should be placed into Royal Mail Rigid Stackable Cages (RSCs). Where small volumes of overseas mail are being posted as part of a domestic mailing i.e. 1-5 bags, these can be mailed in the same cage as the inland element. However larger volumes must be presented in a separate RSC.

Next, you must place a Royal Mail cage card on each cage to identify the cage contents or attached to a york if they are being used.

Cage cards are available from Royal Mail, please contact **08457 950 950** to place an order. An example of the international cage label, stock item P6395, is shown below:


Royal Mail

INTERNATIONAL HIGH VOLUME CAGE CARD

POSTER: .....

CUSTOMER REFERENCE: .....

(PLEASE TICK WHERE APPLICABLE)

LETTERS ☐ FLATS ☐ PACKETS ☐

CLASS

PRIORITY ☐

ECONOMY ☐

POSTING DAY/DATE

TITLE: .....

JOB NUMBER: .....

ACCOUNT NUMBER: .....

TO BE COMPLETED BY ROYAL MAIL

TIME AVAILABLE FOR COLLECTION:

P6395

A cage of international mail may contain mail for different service levels – you can either use a separate cage card for each service speed or tick all relevant boxes on one cage card.

Collections and Collection Receipts

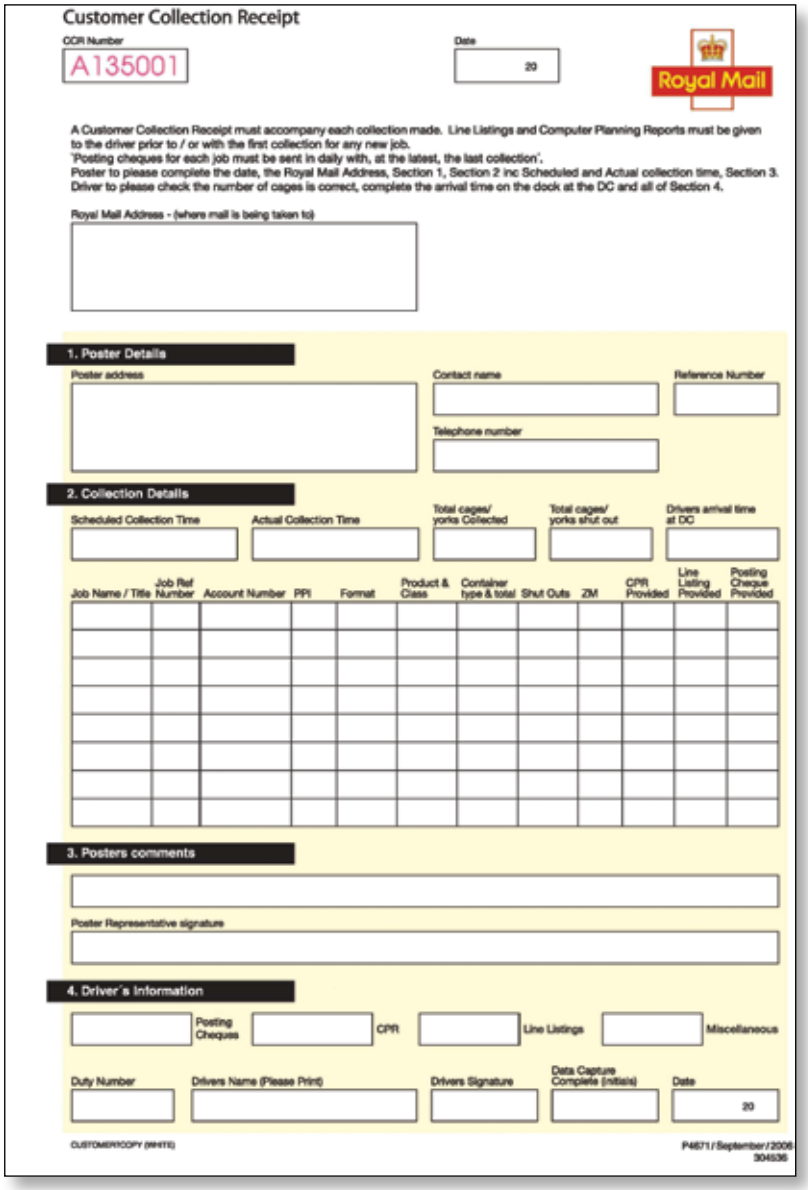
As mentioned previously, Unsorted High Volume postings are initially handled by our Regional Distribution Centres (RDCs) before being routed to Heathrow Worldwide Distribution Centre (HWDC). We normally collect postings from you, by prior arrangement with your local RDC. Where the posting is a mixture of domestic and international items, the mailing must be available for collection at the same time.

When you contact your RDC to arrange a collection you must state whether there is an international element, and whether this includes a Priority selection (99891).

At the time of collection remember to submit the following pieces of documentation:

- Line Listing.
- Computer Planning Report.
- Statement of Mailing from OBA (this details the service, quantity and weight to each country).
- Customer Collection Receipt, an example of which is below:

Example of Customer Collection Receipt



Customer Collection Receipt

CCR Number A135001

Date 20

Royal Mail

A Customer Collection Receipt must accompany each collection made. Line Listings and Computer Planning Reports must be given to the driver prior to / or with the first collection for any new job.
'Posting cheques for each job must be sent in daily with, at the latest, the last collection'.
Poster to please complete the date, the Royal Mail Address, Section 1, Section 2 inc Scheduled and Actual collection time, Section 3.
Driver to please check the number of cages is correct, complete the arrival time on the dock at the DC and all of Section 4.

Royal Mail Address - (where mail is being taken to)

1. Poster Details

Poster address | Contact name | Reference Number | Telephone number

2. Collection Details

Scheduled Collection Time | Actual Collection Time | Total cages/ yorks Collected | Total cages/ yorks shut out | Drivers arrival time at DC

Job Name / Title	Job Ref Number	Account Number	PPI	Format	Product & Class	Container type & total	Shut Outs	ZM	CPR Provided	Line Listing Provided	Posting Cheque Provided

3. Posters comments

Poster Representative signature

4. Driver's Information

Posting Cheques | CPR | Line Listings | Miscellaneous

Duty Number | Drivers Name (Please Print) | Drivers Signature | Data Capture Complete (initials) | Date 20

CUSTOMER COPY (WHITE)

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Help, tips and FAQs

Here is where you can find further information about International Packets. If your question isn't answered here, call us on **08457 950 950** (local rate) and we'll do our best to help.

Forecasting

For us to provide you with the highest levels of service please notify 48 hours in advance by email, hwdc.forecast.group@royalmail.com if in a single posting there are:

- More than 5,000 packets being sent worldwide.
- More than 1,000 packets being sent to a single country.

Failure to pre-advise postings of these quantities may result in a delay to the delivery of the mail.

How do I present my packets for you?

The standard way of presenting your international packets is by placing your items into a mail bag.

By arrangement with your local mail centre / regional distribution centre it may be possible to present your packets in sleeved yorks rather than using bags.

How do I work out the costs in advance of a posting?

We've created a pricing calculator for you to download free at www.internationalmailtechnical.com

Addressing your packets properly

Here are examples of how you should address your mail, depending on where you're sending it to:

Western Europe

Herr Franz Huber
Beethovenstrasse 12
1010 WIEN
AUSTRIA

M. Emile Dubois
Rue du Diamant 215
4800 VERVIERS
BELGIUM

Mr Thor Nielsen
Tietgensgade 137
8800 VIBORG
DENMARK

Mr Torben Raldorf
PO Box 100
COPENHAGEN
1004 VIBORG
DENMARK

Mr Asko Teirila
PO Box 511
39140 AKDENMAA
FINLAND

M. Robert MARIN
Rue de l'Eglise
Dunes
82340 AUVILLAR
FRANCE

Mme Marie PAGE
23 Rue de Grenell
75700 PARIS CEDEX
FRANCE

Mrs F Meier
Weberstr. 2
53113 BONN 1
GERMANY

Mr P Kunde
Langestr. 12
04103 LEIPZIG
GERMANY

Mr George Latsis
Alkamenou 37
117 80 ATHENS
GREECE

Mr Jon Jonsson
Einimel 80
107 REYKJAVIK
ICELAND

Mr Gerard Carey
45 O'Connell Street
DUBLIN 1
REPUBLIC OF IRELAND

Sig. Giovanni Masci
via Garibaldi 27
47037 RIMINI RN
ITALY

M. Jaques MULLER
71 Route de Longway
4750 PETANGE
LUXEMBOURG
MONACO
FRANCE

Mr J van Dieten
Morsstr 111
2312 BK LEIDEN
THE NETHERLANDS

Herr Hans Hansen
Svingen 22
9230 BEKKEHAUG
NORWAY

Senhor Carlos Manuel Pereira
Av das A'Augsa Livres
Monte Trigo
7220 PORTEL
PORTUGAL

Rosalina Silva
R Conde Redondo 80
1192 LISBOA CODEX
PORTUGAL

Sra Ana Jimenez
Mimbreras 4
03201 ELCHE (Alicante)
SPAIN

Fru Inger Lilja
Vasavagen 3 4tr
582 20 LINKOPING
SWEDEN

M. Andre Perret
Schanzenstrasse 7
3030 BERNE
SWITZERLAND

Mail to France

When addressing mail to France, write the surname in **CAPITAL** letters.

Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

Use the five-digit postcode.

Put the postcode before the town name.

Put the house number after the street name.

If the above is not carried out, your mail may be returned with no attempt at delivery.

Mail to the Republic of Ireland

Only Dublin has postcodes

Rest of World

Mr J Brownhall
264 High Street
ALLAMBIE NSW 2100
AUSTRALIA

Sr. Ronaldo Ganclaves
Av Paulista 952, Apto 16
B VISTA
01311-300 Sâo Paulo – SP
BRAZIL

Dr Tzantcho Gantchev
Dimo Hadjikimov 6
1606 SOFIA
BULGARIA

M. Jen Durand
150 Rue Nepeau App 5
OTTAWA ON K1P 2P6
CANADA

Ana Car
Ilica 25
41 000 ZAGREB
CROATIA

M. Miroslav Ondevejka
Fibichova 92
125 02 PRAGUE 3
CZECH REPUBLIC

M. Horvath LASZLO
Budapest
Kossuth u.7
1055
HUNGARY

Mr G Kaul
27 Rue Yafo
91999 JERUSALEM
ISRAEL

Mr Yushi Morimoto
504 Kasumigaseki 1 chome,
Chiyoda-ku
TOKYO 100
JAPAN

Mr Hong Kil-Dong
100 Sejongno, Jongno-gu
SEOUL 110-050
REPUBLIC OF KOREA

Mr Joaquim Cepeda
San Antonio Abad 120 – Piso 4
06820 CIUDAD DE MEXICO
MEXICO

Mr B Parker
64 Waterloo Quay
WELLINGTON 1
NEW ZEALAND

Mr Jan Kalinkowski
ul Cicha 5
62-806 KALISZ
POLAND

Mr Gheorghe Petraru
Bd Golescu 38
77113 BUCHAREST
ROMANIA

Ivanova I.S.
Medyn oulitsa Gazagin 7
103375 MOSCOW K-375
RUSSIAN FEDERATION

Mr Stevan Raukovic
Palmoticeva 2
11001 BELGRADE
SERBIA
(Items for the former
Yugoslavia should be
addressed to the Republic
concerned).

Mr Tan Kay Hui
532 Chai Chee Road
SINGAPORE 1646
SINGAPORE

M Jan Kemr
Olsanka 18
820 01 BRATISLAVA 1
SLOVAK REPUBLIC

Mr Sudhorn Yoothong
13 / 54-26 Chaeng Waltana Road
Bang Kehn
BANGKOK 10002
THAILAND

Mr Mazhar Alkan
Iskele Caddesi 35
06101 ANKARA
TURKEY

Mrs L Projivalsky
252001 KIEV
Prospect F Skaryna
UKRAINE

Mr Joe Engle
1612 Dexter Street
FORT WAYNE, IN, 46805
UNITED STATES OF AMERICA

Mr Bill Harrison
347 L'Enfant Plaza SW
WASHINGTON, DC, 20260-6500
USA

Appendix A

Packet services and their Product codes

Service	Product Code
Unsorted Priority	WE1
Unsorted Economy	WE3
Zone Sort Priority	IE1
Zone Sort Economy	IE3
Unsorted High Volume Priority	DE1
Unsorted High Volume Economy	DE3

Appendix B: OCR Specification for Packets

All International Packets mailings will be sorted by machine at our Heathrow Worldwide Distribution Centre. All postings must therefore be machine-readable by our Optical Character Recognition (OCR) software.

How it works

Using Optical Character Recognition (OCR) software requires you to print your addresses in a typeface that our sorting machines are able to read, by breaking each line down into separate characters or words and looking for vertical white paths between them.

However, in order for OCR to function properly, only certain fonts can be used and print quality **must** be of a certain standard. For example, using typefaces that are more unevenly spaced than others or printing labels on a printer where the ink is running low may cause the item to be rejected and us having to resort to manual sorting mode, which can cause delay and affect your discount level.

There are a variety of fonts you can use, though we recommend you use one from the list below wherever possible. We also recommend you regularly check the quality of your print output for clarity. If you have any doubts on either of these requirements, please contact your account manager.

Here are examples of recommended typefaces:

Arial	10 – 12pt regular
Avant Garde	11 – 15pt regular
Century Schoolbook	10 – 11pt roman and bold
Courier	10 – 15pt regular and bold
Franklin Gothic	11 – 14pt book
Geneva	10 – 12pt regular
Helvetica	12 – 15pt regular and bold

Typefaces with the following characteristics are also suitable:

- Size – Height: 2mm min; 7mm max. Width: 7mm max.
- Dimension – minimum ratio of lower case height (b) to upper case height (a) of between 2:3 and 3:4. A ratio of width (c) to height (a) of approximately 2:3.

- Consistency – each line of the address should be in the same typeface and size.
- Quality – characters must be complete, clear, uniform and of high resolution, with individual stroke thickness of between 8% and 16% of the height of the character.
- Contrast – there should be a contrast between the characters and the background on which they are printed of at least 50% (55% if it is to be read through a window).
- Positive Contrast or Inverse Printing (address block lighter than the background) is not permitted.
- Character spacing – there should be a fixed pitch of between 10 and 12 characters per inch (or between 15 and 10 point size), with clear vertical gaps of at least 0.25mm between the extremities of adjacent characters.
- If you are using proportionally spaced text, please ensure you keep spacing of at least +0.75, as this significantly improves the rate at which addresses can be read.
- Line spacing – allow uniform spacing between all lines of the address, of at least 1mm – 4mm. There must be no blank lines.

Although correct at the date this booklet went to print, from time to time services may be added to, or withdrawn.

Up-to-date information is available at

www.royalmail.com/internationalcontractservices

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